

Claims



A Career in Claims

At VA, Claims employees considerably and professionally ensure that Veterans receive benefits to which they are entitled. Through their efforts VA is better prepared to meet the 21st century challenges Veterans face in their lives today.

Veterans Service Representatives (VSRs) and VA Claims Examiners advise individuals regarding the eligibility of Veterans' benefits. They are experts on VA policies, guidelines and standards, and they process claims and other proceedings accurately and efficiently. Using well-practiced customer service skills, these professionals deal with complex issues to make a difference in the lives of the Veterans they serve. Their work ensures that VA achieves its mission of delivering exceptional care and services to Veterans and their families.

Veterans Claims Examining

This series covers positions that administer, supervise or perform mock legal work in developing, examining, adjusting, reconsidering or authorizing the settlement of claims filed by Veterans, their dependents and beneficiaries. These involve disability compensation, disability, pension, death pension, death compensation, National Service Life Insurance and U.S. Government Life Insurance, as well as other VA-administered benefits. Positions include:

- Veterans Claims Examiner for Education Benefits
- Rating Veterans Service Representative
- Veterans Service Representative
- Veterans Claims Examiner (VCE)

Claims Assistance and Examining

The Claims Assistance and Examining series supervises, leads or performs support and related work in examining, reviewing, developing, reconsidering or recommending the authorization of claims by or against the federal government. The work requires knowledge of claims processing procedures and claims requirements. Positions include:

- Claims Assistant

Contact Representative

The Contact Representative series performs work primarily involved with personal contacts with the public for the purpose of providing information on rights, benefits, privileges or obligations under a body of law. These specialists explain pertinent legal provisions, regulations, and related administrative practices and their application to specific cases. Positions include:

- Contact Representative

MyCareer@VA

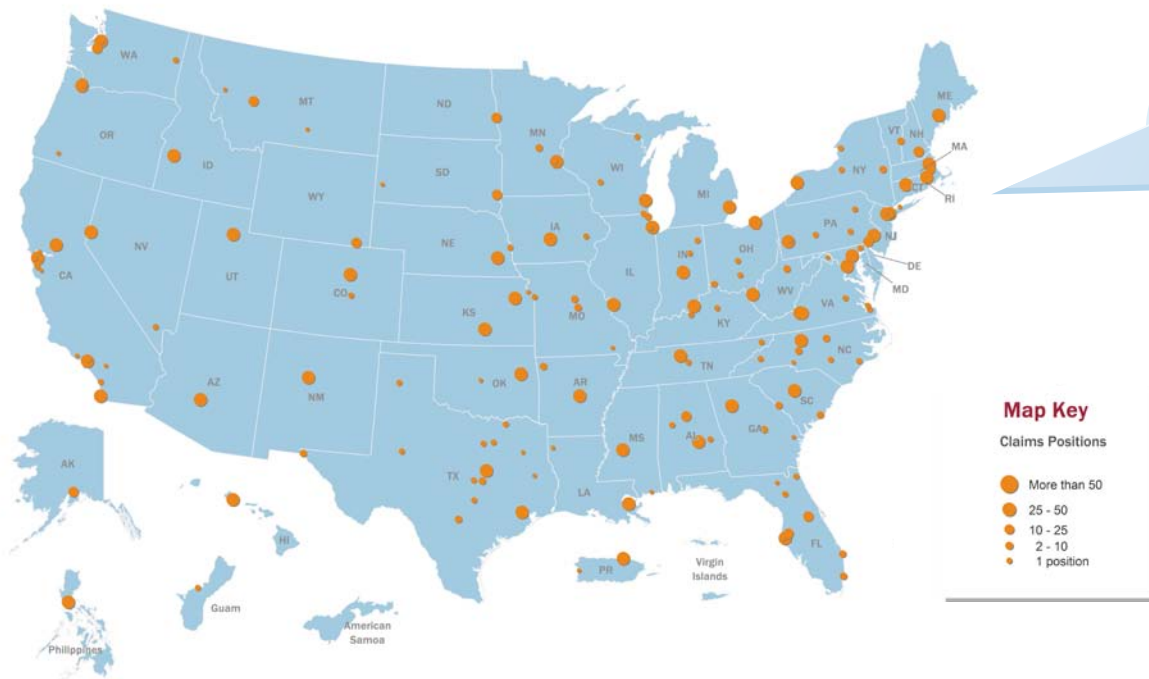
VA is committed to career development and supports employees' ambitions to grow, learn and advance. Building a career at VA is a partnership, and we are dedicated to providing you the career resources and materials you need to achieve success.

The MyCareer@VA program delivers interactive and engaging career development tools to help you explore and chart your long-term career path within VA.

Miscellaneous Administration and Program

This series covers positions that perform, supervise or manage two-grade interval administrative or program work for which no other series is appropriate. The work requires analytical ability, judgment, discretion and knowledge of a substantial body of administrative or program principles, concepts, policies and objectives. Positions include:

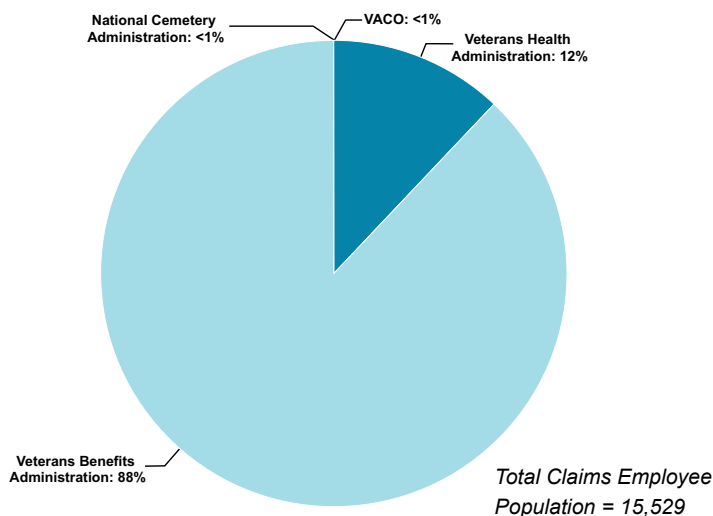
- Insurance Specialist



Claims Job Locations

VA's Claims positions are dispersed across 167 cities within the United States. The top five Claims occupational family geographic locations are Muskogee, Okla.; Philadelphia, Pa.; Waco, Texas; St. Petersburg, Fla.; and St. Louis, Mo.

VA Claims Job Distribution by Administration



VA's Claims positions are located in the Veterans Health Administration, Veterans Benefits Administration, National Cemetery Administration and VACO to meet the broad range of needs facing the Department.

MyCareer@VA Tools and Resources

- Career Planning Process** - Develop professional goals and align developmental experiences to VA career opportunities through a four-phase process: Prepare, Plan, Explore and Develop
- My Career Mapping Tool** - Map your long-term career path at VA by exploring career possibilities that leverage your knowledge, skills and experience across multiple occupational families
- My Career Fit Tool** - Discover your career "fit" at VA by identifying your work interests and work environment preferences
- VA Career Guides** - Explore the knowledge, skills, education and training recommended for each VA job and related career levels

VA employees can also visit the VA Talent Management System (TMS), a state-of-the-art online training and employee development system, to search and register for training courses and learning opportunities.